

June 12, 2019

Duty Officer Supervisor Ryan Albin  
Orlando Regional Communications Center  
133 South Semoran Blvd. Suite A  
Orlando, Florida 32807

Dear DOS Albin:

Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol Duty Officer of the Quarter for January through March 2019.

On Friday, March 1, 2019, Duty Officer Supervisor Kristin Costa began to cough a great deal while she was eating. She continued to cough and then started to gasp for air, which caused her to then panic. She stood up from her desk and indicated to you that she was choking. You took immediate action and administered the Heimlich Maneuver. You administered abdominal thrusts until her airway was clear and she was able to breath again. DOS Costa made a full recovery and didn't require any further medical attention.

Your immediate response to DOS Costa's distress prevented a tragedy. Your quick and decisive actions make you an asset to the Florida Highway Patrol. You are commended for your exceptional job performance and your willingness to go above and beyond your job duties.

Sincerely,



Colonel Gene Spaulding  
Director  
Florida Highway Patrol

GSS/mes

cc: Terry Rhodes, Executive Director  
FHP Executive Staff  
Troop Commanders  
RCC Managers  
Personnel File

September 11, 2019

Communication Training Officer Kristin Arnberg  
Fort Myers Regional Communications Center  
10041 Daniels Parkway  
Fort Myers, Florida 33913

Dear CTO Arnberg:

Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol Duty Officer of the Quarter for April through June 2019.

On Tuesday, May 14, 2019, you received a call from a person who said his sister had contacted him and said she needed to go to the hospital. The sister had left his house earlier and wasn't feeling well when she left. Her last known location was approximately sixty miles from Tampa, and she was no longer answering her telephone. He also explained that his sister had a history of medical issues.

You recognized the seriousness of the situation, and after gathering necessary information from the brother, you attempted to call the sister. The sister did answer but was unresponsive after saying hello. You were able to hear her breathing in the background. You immediately called AT&T to track the cell phone and you were able to identify her location on I-75. You contacted EMS and notified the Traffic Management Center so they could attempt to locate the vehicle on camera. During this time, a trooper was also dispatched to her location.

Throughout the incident you remained calm, despite it being a stressful situation. You took the extra steps to help locate the woman to ensure she received the medical attention she needed. Your quick and decisive actions make you an asset to the Florida Highway Patrol. You are commended for your exceptional job performance and your willingness to go above and beyond your job duties.

Sincerely,



Colonel Gene Spaulding  
Director  
Florida Highway Patrol

CTO Arnberg  
September 11, 2019  
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GSS/mes

cc: Terry Rhodes, Executive Director  
FHP Executive Staff  
Troop Commanders  
RCC Managers  
Personnel File

December 3, 2019

Regional Duty Officer Debra Griffin  
Tallahassee Regional Communications Center  
Carlton Building  
501 South Calhoun Street, G-35  
Tallahassee, Florida 32308

Dear RDO Griffin:

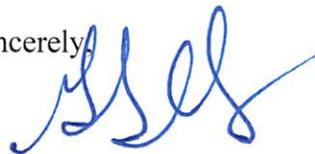
Congratulations! It is a pleasure to inform you that you have been selected as the Florida Highway Patrol Duty Officer of the Quarter for July through September 2019.

On Saturday, September 7, 2019, while working the Leon console for Troop H, you received a call from the Tallahassee Police Department (TPD) advising they had a shooting call at the Governors Square Regal Theater and a person had been shot. You immediately dispatched troopers to the scene to assist in locking down the area to look for the gunman.

Once the troopers responded, you advised TPD that you would connect our channel and their channel together so the officers could speak to each other and know exactly what was happening. You then had all other traffic moved to the Gadsden County radio channel and advised the Leon channel was on emergency traffic. You continuously kept the notes up to date and the TWS notified.

You displayed professionalism, empathy and teamwork that day and you were an excellent representation of the Florida Highway Patrol's values, goals and mission within the communication center. You are commended for your exceptional job performance and your willingness to go above and beyond your job duties.

Sincerely,



Colonel Gene Spaulding  
Director  
Florida Highway Patrol

RDO Debra Griffin  
December 3, 2019  
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GSS/mes

cc: Terry Rhodes, Executive Director  
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